INFORMATION SYSTEMS COORDINATOR

DEFINITION

Under general direction, performs more complex microcomputer hardware and software user support; maintain and troubleshoot computer network systems; maintains telecommunication systems, provides customer support services including training and resolving computer problems; and performs related work as required.

EQUIPMENT, METHODS & GUIDELINES

Uses Federal, State and local codes, policies, procedures and practices.
Uses technical manuals, industry publications, user documents and related reference materials.

WORKING CONDITIONS

Predominantly inside work. Work normally performed in an office setting, but may occasionally involve visits to field and other locations. May include irregular hours including nights and weekends. May also include pressure generated by equipment malfunctions, deadlines, and workloads. Work includes periodic exposure to the environment of the computer room.

PHYSICAL DEMANDS

The work emphasizes speech, hearing, and vision (including color vision necessary for accurately interpreting visual displays.) Installation and troubleshooting work involves standing, stooping, crawling, reaching, pushing and pulling. The work also requires the ability to lift objects weighing up to fifty pounds, such as boxes of computer paper, computers, monitors and terminals.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Network Manager. Also receives day-to-day functional direction from the Chief of Police or his/her designee.

EXAMPLE OF DUTIES

Duties may include, but are not limited to the following:

Assists in the implementation of computer systems related technical and administrative projects; makes software and systems recommendations to facilitate increased efficiency.

Assist in the implementation of radio/data MDT units in Police Mobile Units.

Responds to requests for assistance with hardware and software problems and participates in and/or coordinates the repair of computer hardware; performs preventative and corrective maintenance as required.

Performs backups for computer operating systems;

Provides training and technical assistance to staff and a variety of sources including outside agencies.

Monitors day-to-day computer operations and resolves operational problems, ensures that all systems are on-line and functional.

Performs research and analysis necessary for developing appropriate recommendations regarding hardware/software configurations and interfacing with other micro and mini-computer systems.

Maintains, evaluates and implements necessary changes to telecommunications and related equipment.

Assists in budget preparation by submitting budgetary recommendations and anticipating future needs.

Coordinates contractors for implementation of software/hardware user training for specific software related to police functions.

Keeps informed regarding developments in computer technology and related software; distributes pertinent information to users.

Troubleshoot and maintain office equipment including copy machines, typewriters, printers, and scanners.

Assist the Network Manager with research and analysis of City projects.

Establishes positive working relationships with representatives of community organization, state/local agencies and associations, City staff and the public.

Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:
Principles of computer systems design, operation and control.
Windows operating systems.
Personal computer diagnostic hardware utilities and testing equipment.
Data processing principles
Networking and telecommunications programs.
Minicomputer and microcomputer network protocols and conventions.
Job planning and prioritization; standard office practices and procedures.

Ability to:
Troubleshoot, analyze and resolve computer and network hardware and
    software problems.
Install and maintain computer and networking systems.
Use required tools, test equipment and diagnostic programs.
Conceptualize user information needs and problems; understand departmental
    operations and identify improvements to enhance productivity.
Set priorities, work independently and meet critical deadlines.
Communicate effectively, orally and in writing; convey technical concepts to
    non-technical users.
Establish effective working relationships in coordinating computer activities and
    resolving problems.

EXPERIENCE AND EDUCATION:
Any combination of experience and training that would likely provide the required
knowledge and abilities is qualifying. A typical way to obtain the knowledge and
experience would be:

Experience:
Five years of progressively responsible employment in computer operations,
troubleshooting and repair. Experience with networking and mini and
microcomputers is essential.

Education:
Completion of an Associate of Arts degree in Computer Science, Information
Technology or related field. Completion of an accredited computer training
school will be considered in lieu of an Associates of Arts degree.

SPECIAL REQUIREMENTS:
Network certification is highly desirable.
Possession of a Class C California Driver's License and maintains a good driving
record.